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1. INTRODUCTION

The Salt Lake City Public Library System (“The City Library” or “the library”) consists of one main library and five neighborhood branches. Two additional branches are being designed and will open in late 2014. The library has been using the Millennium ILS since 1995. The library recently contracted with Salt Lake City Corporation’s Information Management Services division for IT support and is making significant technology infrastructure investments.

The City Library must find significant operational efficiencies before the two new branches open. To meet this need, the library is in the process of implementing a complete RFID and AMH solution, is evaluating its call number structure, and is reviewing workflows system-wide. The library is also looking to embrace new technologies and services in an increasingly digital age.

A new ILS will support the library with more efficient workflows, providing information about patron use and behavior for data driven decision-making, and be flexible for future growth and adaptation.

In an ILS evaluation and implementation, the library seeks the advice of its technology partner to shift workflows to align with industry best practices for efficiency and patron service.

# of member libraries and branches	6 (expanding to 8 in 2014)
# of bibliographic records	463,810
# of item records	905,081
# of authority records	410,962
# of acquisitions records	130,548
# of serials records	2,961
# of patrons	153,772
# of annual circulation transactions	6,697,594
# of dedicated PAC workstations	45 being upgraded to Windows 7
# of staff workstations	180 using Windows 7 (will reduce with RFID implementation)

2. EVALUATION CRITERIA, PROCESS, AND TERMS

2.1. EVALUATION CRITERIA

Proposed solutions will first be evaluated by the ILS Selection Workgroup on whether they meet the stated minimum criteria as described in the functional requirements section for each category. Then, proposals will be rated from a functional perspective as Highly Advantageous, Advantageous, Not Advantageous, or Unacceptable following the company’s product demonstration. Finally, the submitted cost proposals will be ranked. Vendors will be invited to demonstrate their product functionality in detail and will be provided a demonstration script in advance of their demonstration. The Selection Workgroup will evaluate demonstrations and the result of the proposal evaluations and demonstration evaluations will determine the library’s final selection for contract negotiation.

2.2. TIMELINE

The City Library will follow the estimated schedule below:

- RFP published: January 25, 2013

- Questions due: February 1, 2013 5:00 PM MST
- Question responses published: February 6, 2013 5:00 PM MST
- Proposals due: February 22, 2013 5:00 PM MST
- Demo requirements document published: February 25, 2013
- Demos conducted: March 4-8, 2013
- Vendor notification to enter contract negotiations: March 11, 2013

2.3. SUBMISSION INSTRUCTIONS

2.3.1. QUESTIONS

All questions for clarification of any section of this RFP will be submitted via e-mail to Tommy Hamby (thamby@slcpl.org) by February 1, 2013 5:00 PM MST. A written response to questions will be sent via e-mail to all offerors who submit questions and will also be posted to The City Library's website at www.slcpl.org/rfp. The question responses will be available by February 6, 2013.

2.3.2. PROPOSAL SUBMISSIONS

Vendors should submit complete proposals as detailed in Section 2 by February 22, 2013 at 5:00 PM MST. Ten physical copies must be delivered and one electronic copy must be transmitted.

Send physical copies to:

Tommy Hamby
Salt Lake City Public Library – Fifth Floor
210 East 400 South
Salt Lake City, UT 84111
(801) 524-8219

Electronic copies should be submitted to thamby@slcpl.org.

2.4. TERMS AND CONDITIONS

This RFP does not obligate Salt Lake City Public Library to accept or contract for any expressed or implied services.

Proposals received after the deadline will not be considered.

The Library reserves the right to enter into discussions with the offeror(s) determined to be reasonably susceptible of being selected for award, or to enter into exclusive discussions with the offeror whose proposal is deemed most advantageous, whichever is in the Library's best interest, for the purpose of negotiation. In the event that exclusive negotiations are conducted and an agreement is not reached, the Library reserves the right to enter into negotiations with the next highest ranked offeror without the need to repeat the formal solicitation process.

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the offeror that are submitted to the Library, as part of the proposal or otherwise, shall become the property of the Library when received by the Library and may be considered public information under applicable law. The Library is subject to the

disclosure requirements of the Government Records Access and Management Act, Title 63G, Chapter 2, Utah Code Annotated ("GRAMA"). The Library generally considers proposals and all accompanying material to be public and subject to disclosure. Any material considered by the offeror to be proprietary must be accompanied by a written claim of confidentiality and a concise written statement of reasons supporting the claim. Blanket claims that the entire RFP is confidential will be denied. The Library cannot guarantee that any information will be held confidential. Under Section 63G-2-305 of GRAMA, if the offeror makes a claim of confidentiality, the Library, upon receipt of a request for disclosure, will determine whether the material should be classified as public or nonpublic, and will notify the offeror of such determination. The offeror is entitled under GRAMA to appeal an adverse determination. The Library is not obligated to notify the offeror of a request to see the offeror's proposal, and will not consider a claim of confidentiality, unless the offeror's claim of confidentiality is made in a timely basis and in accordance with the GRAMA.

Even after an offeror is selected for award, no information regarding the proposals will be made public until contract negotiations have been completed and a formal contract has been awarded.

3. PROPOSAL CONTENT REQUIREMENTS

3.1. PROPOSAL COVER LETTER

Proposal cover letters must include the following statement and an acknowledgement of the offeror of the statement:

"REPRESENTATION REGARDING ETHICAL STANDARDS FOR CITY OFFICERS AND EMPLOYEES AND FORMER CITY OFFICERS AND EMPLOYEES

The offeror represents that it has not: (1) provided an illegal gift or payoff to a Library officer or employee or former Library officer or employee, or his or her relative or business entity; (2) retained any person to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, other than bona fide employees or bona fide commercial selling agencies for the purpose of securing business; (3) knowingly breached any of the ethical standards set forth in the City's conflict of interest ordinance, Chapter 2.44, Salt Lake City Code; or (4) knowingly influenced, and hereby promises that it will not knowingly influence, a Library officer or employee or former Library officer or employee to breach any of the ethical standards set forth in the City's conflict of interest ordinance, Chapter 2.44, Salt Lake City Code.

Pursuant to the foregoing, Library employees are prohibited from personally accepting gifts, incentives, and marketing or promotional items from suppliers and that suppliers shall not offer such items to Library employees. Such offers from suppliers are inappropriate and may result in suspension or debarment of the supplier from the Library's procurement processes."

3.2. GENERAL INFORMATION

Include a narrative about your company, your approach to the project, and your approach to customer service with the following information:

- A statement of your company's experience and qualifications. Include a general overview and history of your company, investor or ownership information, number of years in business, number of employees, corporate headquarters location, and names of key executives.

- Has your company been involved in a merger, acquisition, or reorganization in the last five years? If so, please describe.
- Identify proposed staff members who would be involved in the proposed solution, including a summary of their qualifications.
- Detail your firm's experience in providing the proposed solution for at least four similar customers, with project dates, customer name, contact person, email address, and telephone number(s). At least one project should have been completed within the last 12 months, and one 24-36 months ago.
- How many customers are currently running production versions of your proposed solution? What sizes and kinds of libraries make up your customer base? Over the last 12 months indicate how many new clients you've contracted with, versus migrations from existing/previous clients, and provide a list of those firms.
- Is your company currently involved in arbitration or litigation for any reason? If so, describe.
- Describe the library staff resources required to support the migration and implementation work for the proposed solution, including roles required, level of involvement, and length of involvement.
- Provide an estimated migration and implementation timeline for a project of this size and complexity. What data, if any, cannot be migrated to your solution from Millennium?
- Describe your proposed support offering, including the mechanism for reporting and resolving issues, support staff access and availability, resolution guarantees, and upgrade support included in annual maintenance fees. Does your maintenance offering include preventative maintenance and system monitoring at no additional cost?
- Describe the training solution proposed. Does your company provide on-site training for the system? Do you offer off-site or web-based training? Please describe what options are available and the costs involved with each option.
- Describe your company's philosophy to product development. Are annual roadmaps published for customers to review? What percentage of annual development originates from customer enhancement requests? What mechanisms are used for customers to submit their enhancement requests and how does the company evaluate and incorporate them into development plans? How many versions has your company released for the proposed ILS in the last 24 months?
- What innovations have you deployed or are you developing that may not be on our radar? What key functionalities set you apart from the competition?
- Describe your pricing model, for example, do you use the number of staff logins to determine pricing for your system?

3.3. FUNCTIONAL SYSTEM DESCRIPTION

Submit a written response to each of the categories in Functional System Description Section 4.

All features described must be present in the General Release of the software on the date the proposal is submitted. Any features that are not in the current General Release must be clearly noted, with information about whether the feature is in current development, with anticipated release date, or if it is being currently planned.

All third party solutions proposed should be included in the cost proposal.

3.4. COST PROPOSAL

Vendors will submit a cost proposal for their proposed solution using the general format below. If additional features are being proposed, add them to the table.

Description	Initial	Maintenance Year 2	Maintenance Year 3	Maintenance Year 4
Required Modules <ul style="list-style-type: none"> • Circulation • Acquisitions • Serials • OPAC • Cataloging • Reports • Homebound • Administration 				
Bibliocommons Interface				
Authority Control Module				
Authority Control Processing				
Connection with Unique Management				
EDI for Acquisitions				
SIP/SIP2/NCIP (per license)				
Required APIs (detail each)				
Offline Circulation				
Phone, email, and text messaging notification service				
Z39.50				
eCommerce				
Digital Collection Management (less than 25,000 items)				
Data migration services				
Implementation services				
Training services				
Hardware, database and server licenses – production				
Hardware, database and server licenses – testing				
Hardware installation services				
System Monitoring Software				
Other installation fees (detail each)				
Other functionality/modules (detail each)				

3.5. EXHIBITS AND ATTACHMENTS

Exhibits and attachments will minimally include:

- Marketing collateral and technical specifications for proposed solutions.
- Complete product documentation for the proposed solution, including user manuals.
- Detailed specifications for hardware and related licenses being proposed.
- Sample sales agreement.
- Sample software license agreement.

- Sample software maintenance agreement.

4. FUNCTIONAL SYSTEM DESCRIPTION

4.1. OPAC/DISCOVERY

The Library will continue to use Bibliocommons as its discovery layer and for its patron mobile application. Confirm that Bibliocommons currently offers a connector for your proposed solution for all materials discovery and account management. Electronic content access is desired through Bibliocommons. If your solution supports this capability, please describe.

Feel free to add information about your OPAC, understanding that the library will continue to use Bibliocommons.

4.2. ACQUISITIONS

4.2.1. MINIMUM CRITERIA

Please confirm or describe your system functionality:

- Ability to change budgets on the fly.
- Ability to quantify total items ordered and total cost on each order record.
- Ability to automate or streamline as many acquisition processes as possible (describe).
- Ad-hoc reports for: expenditures/encumbrances for a specific budget line, holds-to-copy or holds purchase alert (number of items on order, number of current copies), item status.

4.2.2. NARRATIVE RESPONSES

Please describe the following, and include other information about your product in this category:

- What sets your module apart from others?
- The library is currently reviewing our acquisitions processes to optimize staff efficiency and patron service. Please describe the recommended workflow using your solution for acquiring and receiving materials, including electronic selection, ordering, obtaining, recording, and distributing bibliographic records, budget encumbrance and reconciliation, importing invoices, importing bibliographic records for received items, receiving materials, and reporting.
- How does your system record invoices and payments?
- How does your system support order tracking?
- Describe the method for editing or updating groups of order records.
- Describe the process for setting up ordering and invoicing via EDI. Does the set-up require ILS vendor assistance? Are there additional fees (ongoing and/or recurring) for vendor supported or completed EDI setup?

4.3. SERIALS

4.3.1. MINIMUM CRITERIA

Please confirm or describe your system functionality:

- The catalog and circulation displays should show summary holdings for each subscription.
- Ability to use collapsed holdings when a bound volume replaces single issues.
- Ability to customize fields for printed labels.
- Generates prediction patterns for determining when the next expected issue of a serial is scheduled to arrive.

4.3.2. NARRATIVE RESPONSES

Please describe the following, and include other information about your product in this category:

- What sets your Serials module apart from the other ILS vendors?
- Give an overview of how the ILS handles typical tasks associated with serials, such as receiving/check in, routing, and claiming. Is there a recommended workflow for handling issues? What features does your Serials module offer that supports efficient workflows?
- Describe how staff can create and change publication patterns, chronology displays, and enumeration displays on-the-fly.
- What information, reports, and statistics can be generated from Serials records? How are issues identified as not received and claimed from EBSCO?

4.4. CATALOGING

4.4.1. MINIMUM CRITERIA

Please confirm or describe your system functionality:

- Efficient batch record editing.
- Offer order record suppression as well as the ability for patrons to place holds on items on order.
- Overlay acquisitions on-order records from vendors (such as Baker & Taylor, Ingram, Brodart or other major distributors) with OCLC records.
- Edit bibliographic and authority records.
- Add, transfer, and remove copies.
- Provides cut, copy and paste commands for MARC record editing.

4.4.2. NARRATIVE RESPONSES

Please describe the following, and include other information about your product in this category:

- What sets your module apart from others?
- The library is currently reviewing our cataloging processes to optimize staff efficiency and patron service. Please describe the recommended workflow using your solution for loading and updating bibliographic records using both OCLC and Marcive, both individually and in batch

mode, loading new and updated authority records, loading/overlying bibliographic records, and updating authority records.

- How are global changes made to bibliographic records? What are the restrictions, if any? How are manual edits made to bibliographic records, and what are the restrictions, if any?
- How are bibliographic records deleted? Are there options for both batch deletion and individual deletion? What elements can be used to identify and delete collections of records in a batch?
- How are electronic resources handled in your system? Do they require the creation of item/copy records to be visible?
- Does your system allow duplicate call numbers? Please describe any restrictions.
- Describe the extent to which new cataloging standards such as RDA and FRBR are implemented in your system. Are external links to resources such as RDA Toolkit accessible from your cataloging module? What is necessary to enable such links?

4.5. CIRCULATION

4.5.1. MINIMUM CRITERIA

Please confirm or describe your system functionality:

- Retain patron fine payment history.
- Add pop-up notifications to patron records.
- Ability to create multiple types of patron accounts, define separate loan rules and material limits for each type, and have certain fields populate in those record types.
- Display patrons' last activity date, updated for online activity as well as circulation.
- Ability to backdate material check in dates.
- Ability to globally "search and replace" information on a selected group of patron records.

4.5.2. NARRATIVE RESPONSES

- What sets your circulation module apart from the other ILS vendors? Specifically, how is your circulation module user friendly, reduce required keystrokes and support staff efficiency?
- Describe how your system supports outreach services, including circulation and issuing cards offsite. Is the offsite functionality real time?
- Can circulation functionality be accessed from any browser, including on a tablet or mobile device?
- What e-commerce capabilities are available? Can library staff use credit and debit cards to pay fines and fees? Do your fines payment capabilities integrate with Bibliocommons at no additional cost? Which payment gateways are compatible with your system? Please include pricing for e-commerce hardware required in your bid.
- Describe how your system supports linked family accounts, including how notices are handled and how common information is updated across multiple accounts.
- Describe offline circulation capabilities.
- Describe your notices capabilities, including notice types, offered languages, and delivery methods.
- Which fields in the patron account are searchable?
- Describe the configurability of check out receipts. Can receipts be emailed?

- Can your system communicate to Envisionware PC and Print Management that a patron is not authorized to reserve a public computer?
- The library does not currently float collections, but is interested in evaluating the option. Please describe how your system supports floating collections.
- Describe how your system manages and supports rotating collections efficiently.
- Describe how your system administers and supports borrow by mail and homebound services.
- Describe how your system allows for online patron registration.

4.6. REPORTING

The library needs fast and easy access to information about patrons and material usage to make data driven decisions, including information about ebooks and other electronic content. The library has the following requirements for a reporting environment:

- Allows staff users to define and run reports themselves both because the interface is easy to use and also because the load on the system does not interfere with normal day to day operation.
- Is ODBC-compliant and SQL compliant, so 3rd party reporting tools can be employed.
- Allows scheduled reports to run at a date and time specified by authorized staff and be allows scheduled reports to be emailed.
- The reporting module should be web-based and accessible via any standard web browser.
- Offers a data mining or decision support component that provides data to support trend analysis and collection development.

Describe the reporting features of your ILS, including the requirements above and if there are limitations to the fields and tables the library has access to for the purpose of generating reports. What sets your solution apart from competitors in this area?

4.7. ELECTRONIC CONTENT AND E-BOOKS

The City Library is an active participant in ReadersFirst. Please state your company's commitment and progress toward meeting technical functional requirements outlined under the ReadersFirst initiative (can be found here: <http://readersfirst.org/>). Please be specific in how your solution will comply with the requirements and provide a date for which you expect your product will be compliant.

4.8. DIGITAL COLLECTIONS MANAGEMENT

The City Library would like to digitize and make discoverable parts of its physical collection, including microfilm, locally created videos, and locally created audio recordings. Understanding that the library will continue to use Bibliocommons for patron discovery, describe how your solution houses, catalogs, accesses, makes discoverable, and/or delivers digital content. Do you provide APIs to support access and discovery through a discovery product of the library's choosing? How does staff manage digital content collections? Does your solution support metadata through OAI-PMH?

4.9. SYSTEMS

The library recently contracted with Salt Lake City Corporation's Information Management Services division for IT services, and is making significant investments in its technology infrastructure. The

following describes the IT requirements of a proposed ILS solution. Please confirm your solution's compliance with these requirements, provide descriptions and other detail as requested.

- Windows Active Directory authentication for single sign on.
- Allows a staff member to be logged onto multiple modules simultaneously, preferably through a single client.
- On premise deployment. While the library will review proposals for a hosted solution, all proposed solution components must be capable of local deployment and support.
- The proposed solution will be deployed on Windows Server 2008 or 2012. In addition, The City Library has standardized Microsoft SQL 2008 or 2012 as its database platform. Indicate the recommended versions and configurations for your solution.
- The library must have online access to 100% of the database schema for purposes of developing custom reports and SQL scripts. If not 100%, please describe extent.
- Describe your solution's hardware requirements and server license requirements for both production and testing environments. Is the library required to purchase hardware from you?
- List the primary browsers that your solution supports, and the minimum version, and describe any other staff PC requirements to run your solution.
- Provide information about the structure of the data architecture, its relationship to client interfaces and the ease of customization of data fields and the corresponding application interface.
- Does your system have a fully functional staff client running on iOS, Android or Windows RT? Are mobile sessions encrypted between the mobile client and host?

4.10. THIRD PARTY PRODUCTS

The proposed ILS solution must interact with several third party products. Please describe your company's overall philosophy to interoperability, including how it develops and provides APIs, and confirm your solution is compatible with the following third party products. Provide a description or further details as appropriate.

- The library is in current negotiations with 3M for an RFID solution. AMH will be provided by 3M, Lyngsoe Systems, or a combination thereof. Describe your integration capabilities, including circulation reporting for self check units.
- Unique Management for collections.
- Envisionware Print and PC Management.
- Over 40 database, e-book and e-content providers currently authenticate through the Millennium ILS. A list of databases is available at www.slcp.org/databases. Describe how your solution supports seamless database authentication.